

Amendments to the Specification

Please replace the paragraph on Page 11, lines 1 - 6 with the following marked-up replacement paragraph:

A1 -- According to preferred embodiments, Web application tier 120 serves to:

(1) provide coordination between the browser 110 in the client tier ~~[[120]]~~ 110 and the back-end application services provided by one or more application servers 150 which are located in the application server tier 140; and

(2) generate the presentation of information which is to be delivered to browser 110 after operation of the application service(s) in application server tier 140. --

Please replace the paragraph on Page 16, lines 2 - 20 with the following marked-up replacement paragraph:

A2 -- As shown by encircled element 2, the call request is communicated from MAS 225 in business logic layer 230 to an MAS 235 in a component which is designated in Fig. 2 as "CTI Access" component 240. CTI Access component 240 is located in a data access layer 255. CTI Access component 240 serves to connect to one or more software server components, where the software server component is capable of detecting and notifying occurrence of different kinds of telephony events. For example, these telephony events might include (a) a conference call request is initiated; (b) a call transfer went through successfully; (c) an incoming call arrived. Data access layer 255 is responsible for interfacing with the back-end application sources 285. These sources include, by way of illustration, a CTI server 260, a database 265 such as a DB/2® database, and a CallPath® Enterprise Server ("CES") 270. A generalized application system 275 and a credit

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processing application system 280 are also shown in Fig. 2 to illustrate other types of potential servers. These servers could alternatively be any system(s)/application(s) providing relevant application data. The system 280 could, for example, be used to obtain credit card-related information from an application or database. To illustrate this use, the calling customer or the CSR might request a transaction such as "retrieve the last 4 transactions for credit card XXX...", where system 280 might then be responsible for obtaining and returning that information. ("DB/2" is a registered trademark of IBM. CallPath was formerly an IBM licensed program; product ownership has recently been transferred to Genesys Telecommunications Laboratories. "CallPath" is a registered trademark.) --

Please replace the paragraph that begins on Page 22, line 13 and carries over to Page 23, line 7 with the following marked-up replacement paragraph:

A3
-- If CTI is not in use, control transfers to Block 335 which indicates that regular CSR operations commence, without availability of screen/data pop information. Control then returns to Block 300 to await the next incoming CSR request.[[.]] If CTI is in use, on the other hand, then processing continues at Block 340, where the CSR's current position is determined. A number of alternative techniques may be used for this purpose. As one example, the CSR may be queried (either on the log-in screen returned in Block 305, or via another screen) to provide location information, such as a machine number which uniquely identifies his or her current location, or perhaps a room number which serves that purpose. As another example, device-specific identifying information may be programmatically obtained from the incoming messages obtained in either or both of Blocks 300 and 310. This device-specific information may comprise

A3
a machine serial number, a Media Access Control ("MAC") address, an Internet Protocol ("IP") address, or similar information. As yet another example, when the CSR is using an appropriately adapted workstation, the CSR's position may be determined using physical or geographic location information which is obtained using techniques such as cellular phone triangulation or global positioning system ("GPS") inputs. --

Please replace the paragraph that begins on Page 27, line 14 and carries over to Page 28, line 6 with the following marked-up replacement paragraph:

A4
-- The flowchart in Fig. 4 illustrates operation of the present invention, according to a caller's perspective. The processing of Fig. 4 begins at Block 400, where the customer calls the call center (perhaps using a toll-free number), and this call arrives at the call center's switch. When the call is received, the switch then automatically transfers the call to one of the available VRU lines (Block 405). This typically results in a voice prompt being issued (Block 410), requesting appropriate information such as a customer account number. Once the caller enters his or her account number or other requested information (Block 415), a call may be made to a back-end application to retrieve this caller's customer-specific information (as has been described with reference to CallPath software). (Alternatively, the customer-specific information might not be retrieved until preparing [[the]] to route the call to a CSR, as has been described with reference to Fig. 3.) The retrieved customer-specific information may (optionally) be verified with the customer (Block 420), for example by prompting for a zip code and then matching that zip code to the account number or other identifying information provided in Block 415. --

Please replace the paragraph on Page 33, lines 1 - 5 with the following marked-up replacement paragraph:

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— While the preferred embodiments of the present invention have been described, additional variations and modifications in those embodiments may occur to those skilled in the art once they learn of the basic inventive concepts. Therefore, it is intended that the appended claims shall be construed to include [[both]] the preferred ~~embodiment~~ embodiments and all such variations and modifications as fall within the spirit and scope of the invention. --